interChange Provider Important Message

Attention Electronic Visit Verification (EVV) Service Providers: Mobile Visit Verification (MVV) Intermittent Schedule Issue – UPDATE (4/16/19)

Update: As of 4/24/19, an updated version of the Mobile Visit Verification (MVV) app (version 4.6.7) will be released to the Google Play Store. This MVV update resolves the intermittent issue that some users of MVV were experiencing which did not allow them to see their schedules in MVV. As this issue only affected Android users, an MVV update for iOS users will not be released to the Apple store. All providers affected by the MVV intermittent issue are encouraged to download the updated MVV app when available for download on 4/24/19.

The Department of Social Services (DSS) has become aware of an intermittent issue that is affecting some users of the Mobile Visit Verification (MVV) using Android devices. When logging into the MVV app some caregiver's username and registration ID are not pre-populated and once they are able to login their schedules are not present in MVV. If your caregivers report that they are not able to see their schedules as expected, please direct the caregiver to clear their cache on the device. Clearing their cache will restore their schedules.

Please note, this intermittent issue is not affecting MVV users with iOS devices.

To clear their cache, caregivers should follow the steps below:

- Close the MVV app
- Navigate to the 'Settings' menu by tapping the cog icon in your notification shade.
- Select the 'Apps' (please note that this could be 'Application' or 'Applications Manager' depending on your device), and locate the 'Sandata MVV' app
- Tap on 'Storage' and the button for clearing the cache and app data will become available.
- Select to clear the cache and restart the MVV app.

For additional assistance, please contact Sandata Customer Care at 1-855-399-8050.

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